Message from Paul Jablonski, CEO

I have been in transit my entire working life. I started as a bus driver in Massachusetts and now I am the CEO of one of the best transit systems in North America. Without a doubt, transit is a fantastic career choice. For people who want to work hard in an exciting environment, it provides exceptional growth and advancement opportunities. At the same time, it provides great benefits for you and your family. I invite you to check **www.sdmts.com** often and apply for a career with MTS. You never know where a job in transit will lead you!

Applications may be submitted no later than Friday, August 31, 2012 to MTS via:

U.S. Mail

MTS Human Resources Department
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

Fax

619-234-1047

Email

jobs@sdmts.com

Job Announcement

Telephone Information Clerk

As the largest provider of public transportation in San Diego County, and 2009 winner of the American Public Transportation Association's award for Most Outstanding Public Transit System, the Metropolitan Transit System (MTS) is committed to providing exceptional service to the people of the San Diego region.

Every year more than 85 million people ride MTS buses and Trolleys. We have more than 80 fixed-route bus lines and 54 miles of Trolley service. Our fleet of compressed natural gas buses and electric Trolleys allow MTS to be one of the greenest companies in San Diego. As our region continues to grow, there will be a greater dependence on public transportation to help achieve mobility goals. The long-range transit plan for the region envisions several new trolley lines and Bus Rapid Transit lines, some of which will come on line in the next two years. And plans are progressing to expand the Trolley 11 miles from Old Town to UCSD and University Town Center. MTS is one of the most modern and dynamic public transportation systems in North America and we would love for you to help us achieve our goals!

Summary

This position reports to and takes direction from the Sr. Telephone Information Supervisor and Telephone Information Supervisors. Under their general supervision, this position is responsible for supplying route and service information to the public via telephone, in person or through other electronic mediums.

Example of Duties

Essential Functions

- Carefully ascertain customer's travel need.
- Check the best possible route, schedule and trip plan for each individual passenger, giving times of departure from a passenger's nearest pick up location to the ultimate destination. Include all additional helpful information such as fare structure, transfer points, landmarks, etc.
- Clearly convey this information in a courteous, professional manner to the customer.
- Represent the MTS and public transit in a positive and professional manner.
- Perform other related tasks in the Passenger Services Department as required to include: recording customer complaints when necessary; providing receptionist relief; assisting with community outreach; etc.
- Performs other duties as assigned.

Qualifications

Knowledge, Skills and Abilities

Must be familiar with the County of San Diego, be able to read maps and have experience dealing with the public. Must be able to learn and effectively apply service information for the MTS and all contracting operators in the Regional Transit Information Office. Must have good communication skills – be able to listen and speak effectively. Must have good customer service skills - be able to deal effectively and courteously with customers. Bilingual, Spanish a plus.

The San Diego Metropolitan Transit System is an Equal Opportunity Employer. Women and minorities are encouraged to apply.

General

Must satisfactorily pass all applicable examinations including, but not limited to, a pre-employment physical, and a background check.

Salary

1st Six Months	$13.76
2nd Six Months	$14.62
3rd Six Months	$15.48
4th Six Months	$16.34
After 24 Months	$17.20

Experience/Education/ Certificates/License(s)

Must have a high school diploma or a GED equivalent.

Physical Requirements

Must be 18 years of age or older. Must have the ability to work varied weekday, weekend and holiday hours as required; be able to perform the physical demands of the job, such as walking, bending, stooping, sitting, reaching for overhead files and occasional lifting (must be able to independently lift up to 10 pounds), as well as performing tasks that involve manual dexterity such as use of a computer and 10-key. Duties will be performed primarily in an office type environment. May require travel to external agencies or locations.